

DELAWARE TRANSIT CORPORATION

POSTING NO. 081-2018

POSITION VACANCY POSTING

DATE OF POSTING January 15, 2018

CLOSING DATE	January 22, 2018
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METHOD OF APPLICATION: Employment Application

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **January 22, 2018**.

POSITION #: 997

JOB CODE #: 049

POSITION TITLE	Information Center Specialist – Full -Time
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PAY GRADE _____ PAY RATE \$15.46 PAY RANGE _____
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County DEPARTMENT Marketing & Public Affairs
SECTION Customer Service

CLASSIFICATION: FULL TIME X PART-TIME

CONTRACT: 8FR 8DR 32 X N/C

SCHEDULED HOURS: 11:30 AM – 8:30 PM SCHE.DULED DAYS: Monday, Wednesday, and Friday
8:00 AM – 5:00 PM Saturday and Sunday
Tuesday and Thursday OFF

SUMMARY OF POSITION:

The Information Center Specialist provides route and schedule information to the public, accepts telephone customers comments about the transit service; periodically attends community meetings; provides feedback to internal and external customers and performs office work as required; performs other duties as assigned.

JOB DESCRIPTION: AVAILABLE ON-LINE AT www.dartfirststate.com

EQUAL OPPORTUNITY EMPLOYER

DTC is an “Equal Opportunity Employer”. Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

APPLY ON-LINE AT: www.dartfirststate.com

Effective: August 21, 1985
Revised: February 28, 2000
Revised: October 18, 2016

Local 32, OPEIU

DELAWARE ADMINISTRATION FOR REGIONAL TRANSIT

POSITION TITLE: Information Center Specialist

**NATURE OF WORK
PERFORMED:**

Under the direct supervision of the Customer Service Manager in the Customer Service Section within the Marketing & Public Affairs Department, the Information Center Specialist provides DART First State route and schedule information to customers and the general public for transit services statewide; periodically attends community meetings; provides feedback to internal and external customers and performs office work as required; performs other duties in functional area of responsibility, as assigned. This position reports to the Customer Service Manager.

RESPONSIBLE TO: Customer Service Manager

**MINIMUM EDUCATION
AND/OR EXPERIENCE
QUALIFICATIONS:**

Ability to deliver information to the public in a readily understandable manner; ability to read maps and interpret schedules; working knowledge of the service area, including landmarks; good telephone etiquette; basic keyboarding/PC skills; strong interpersonal skills; periodic attendance at public hearings or similar events.

SPECIFIC

- RESPONSIBILITIES:**
1. Provide route, schedule, and service information to the public.
 - A. Receive telephone and written requests for DART First State routes and schedules.
 - B. Relay correct route and schedule information on DART services statewide, including DART First State Rail service.
 - C. Provide other general information as requested.
 - D. Convey information to customers in a polite, professional manner.

- E. Mail schedules/maps.
 - F. Assist with foreign language calls through interpreter service.
2. Serve as Lost-and-Found Coordinator
- A. Receive lost-and-found items.
 - B. Inventory and store items.
 - C. Attempt to locate owner of items through established process.
 - D. Report calls received from the public seeking lost articles.
 - E. Advise appropriate DART First State personnel, i.e. Dispatchers, to check DART property for lost items.
 - F. Disburse found items to proper owner.
 - G. Arrange for disposal of unclaimed items in accordance with established procedures.
3. Attend route and other job specific training, as required.
4. Provide reports, information and assistance to Customer Service administrative staff as required.
5. Represent DART at customer outreach functions, events, etc., as required.
6. Assist in training new Information Center Specialists.
7. Transfer non-Information Center related calls to appropriate personnel.
8. Perform other duties in functional area of responsibility as required.